



SCOTT FORDIN

3 Ohio Avenue Nashua, NH 03060

sfordin@ohelp.com • +1 (603) 325-1561

<https://ohelp.com>

SERVICES

- Technical documentation & illustration
- Online & inline help systems
- Publication & project management
- Usability testing & design
- Training materials & courseware
- Information architecture & design
- Technical articles & executive briefings
- Screencasts & narration

SUMMARY

- **Developer-oriented projects** — For the past twenty years, most of my work has been on developer-oriented projects, including the following:
 - Installation & configuration guides
 - API references & code samples
 - Tooltips & inline help integrations
 - Product specifications & proofs-of-concept
 - Product testing & deployment
 - Runbooks, & troubleshooting procedures
- **End-user projects** — I have also completed many projects for less technical audiences, including the following:
 - Product documentation & information systems
 - Context-sensitive online help systems
 - Training materials & live presentations
 - Executive briefings, product summaries, & presentation graphics
 - Magazine articles & photos
- **Publications & development support** — As part of my developer-oriented and end-user work, I have provided publications and development support on many projects, including the following:
 - Product documentation & information systems
 - Context-sensitive online help systems
 - Training materials & live presentations
 - Executive briefings, product summaries, & presentation graphics
 - Magazine articles & photos

SOFTWARE TOOLS

- **Writing** — Arbortext, Bear, Byword, Drafts, Editorial, Emacs, FrameMaker, FreeMind, LibreOffice, Notepad++, oXygen, Scrivener, SimpleMind, Sublime Text, TeXShop, TeXstudio, vi/vim, Word
- **Graphics** — Affinity Designer & Photo, Amadine, Concepts, Focos, GIMP, Illustrator, Inkscape, Lightroom, Linearity Curve, Photoshop, PowerPoint, Procreate, Snagit, Visio
- **Audio & video** — Audacity, Camtasia, Ferrite, ffmpeg, HandBrake, ID3 Editor, Linearity Move, Premiere, Reaper, Subler, TMPGEnc, Vegas Studio
- **Markup & tagging** — CSS, HTML, JSON, Markdown, SGML, $\text{\TeX}/\text{\LaTeX}$, XML, YAML
- **Content management** — Confluence, Drupal, GitHub, InDesign, SharePoint, WordPress
- **Source control & issue tracking** — CVS, Git, Jira, Perforce, Subversion
- **Scripting & coding** — Bash/KSH/ZSH, CGI, Java, JavaScript, Perl, PHP, Python
- **Containerized deployment** — Ansible, Docker, Helm, Kubernetes
- **Ab Initio** — Authorization Gateway, Co>Operating System, Co>Relate, Control>Center, GDE, Metadata Hub, Query>It, Technical Repository
- **Operating systems** — iOS, iPadOS, MacOS, Linux, Solaris, Windows

FOR MORE INFORMATION

The remainder of this résumé lists only my most recent work. Please [see my website](#) or [contact me](#) for samples and details about my older work — for example, at Kurzweil Computer Products/Xerox Imaging Systems, Project Software and Development, NuSphere Corporation, Torrent Systems, Thomson Financial, and Wang Laboratories, among many other clients.

EXPERIENCE

AB INITIO LLC

Lexington, Massachusetts

June 2011–March 2024

Technical documentation & illustration, information architecture, graphics tools, custom consulting solutions

- Embedded for five years (March 2016–February 2021) at JPMorgan Chase (JPMC) as part of several Ab Initio field-consulting and development teams
- “Loaned” to JPMC for a non-Ab Initio Sheltered Harbor project (emergency standards and protocols under the auspices of the US Treasury Department)
- Documented Ab Initio custom field-consulting solutions for various clients:
 - Ab Initio-on-Cloud Migration and Site Mover (Capital One)
 - Customer Interaction Platform (XL, Telkomsel)
 - Active>360 (XL, Telkomsel, Barclays Bank)
 - Co>Relate, Metadata-Driven Warehouse Platform, Productivity Pack (shared)
- Established an internal documentation graphics standards team:
 - Cataloged and analyzed over 4500 images from the then-current product documentation to assess effectiveness, inconsistencies, and workflows
 - Wrote PHP, KSH, CSS, and cron scripts to generate nightly and on-demand image galleries from nightly documentation builds
 - Configured and maintained several Apache application servers to host image galleries and graphics tools
 - Created Illustrator, Photoshop, and Visio templates, styles, stencils and primitives; developed Snagit Profiles, Quick Palettes, and Stamp sets
 - Wrote graphics standards and tools chapter for the internal *Writer’s Guide*
- Documented portions of the *Co>Operating System Configuration Variable Reference* and *Co>Operating System Component Reference*
- Principal on the Control>Center documentation team through several releases

ORACLE CORPORATION

Burlington, Massachusetts

February 2010–June 2011

Technical documentation & illustration, information architecture & tooling, German translation

- Documentation lead for the Web Space Server project
- Documented the first major releases of the commercial and open-source versions of the fully Oracle-branded GlassFish Server product
- Contributed illustrations and German localization of code samples for the *Java EE 6 Tutorial*
- Performed product assessments, workflow analyses, and provided tooling and script support as part of the Sun-to-Oracle transition team

SUN MICROSYSTEMS

Burlington, Massachusetts

March 1993–February 2010

Technical documentation & illustration, multimedia authoring, information architecture & tooling, coding standards, German translation

- Led Sun's XML website for three years:
 - Developed overall information and site design
 - Wrote and illustrated more than twenty technical articles and executive summaries
 - Shepherded more than twenty new XML technologies through packaging, localization, copyright, and export control
- Contributor on various Worldwide Web Consortium (W3C) and Java Community Process (JCP) API specifications and draft proposals, including WSCI, JAXB, WSPL, XML Pipeline, Java Management Beans, StAX
- Awarded co-patent for inline help mechanism used in Solaris Management Console
- Founder and co-lead of Online Help Development and Technical Authoring teams:
 - Member of SGML tagging standards team
 - Developed corporate-wide style guides and SGML tagging structures
 - Wrote PHP and shell scripts to migrate document sources from FrameMaker to SGML and to automate document source management and production
- Documentation lead for Web Space Server project:
 - Wrote and illustrated documentation for open-source and proprietary products
 - Created and narrated several series of screencasts
 - Gave trade-show demonstrations
- Documentation lead for Sun Social software:
 - Wrote and illustrated product documentation
 - Created and narrated several series of screencasts
- Documentation lead for Java Compatibility Test Suite and TCK documentation sets for twenty-four individual Java technologies
- Designed and wrote online help systems and Web-based programming guides for Solaris Enterprise Manager, Solaris Management Console, Solaris DHCP Server, NT-NFS, SunPC

LOUISIANA ENERGY SERVICES, NATIONAL ENRICHMENT FACILITY

Eunice, New Mexico

(contract) July–December 2006, June–December 2007

German translation, technical documentation & illustration, courseware, content management

- Wrote German-to-English translations of technical whitepapers, specifications, regulations, facilities procedures, and legal correspondence on nuclear medicine, nuclear safety, accident planning, nuclear enrichment plant design and maintenance, building codes and regulations
- Wrote English summaries of German sources (abstracts, TOC, LOF, LOT) for fifteen nuclear enrichment plant, environmental, and health specifications
- Translated *UF₆ Compendium* (an introduction to uranium hexafluoride production and its roles in nuclear enrichment and reprocessing) from German into English
- Developed information architecture for company-wide Documentum implementation

PUBLICATIONS

- “**The Java EE 5 Tutorial**”; Addison-Wesley, 2006, 2008, 2010 (contributing author); ISBN-13: 978-0321490292
- “**The Java Architecture for XML Binding (JAXB) 2.0**”; Java Community Process (JCP) specification, April 19, 2006 (contributing editor)
- “**Web Service Choreography Interface (WSCI) 1.0**”; World Wide Web Consortium (W3C) Note 8, August 2002 (contributing author, editor)
- “**XML Pipeline Definition Language Version 1.0**”; World Wide Web Consortium (W3C) Note 28, February 2002 (contributing editor)
- “**Wabi 2: Opening Windows**”; Prentice-Hall, 1996 (wrote, illustrated, designed; named a “Best Book of 1996” by *Unix Review* magazine, June 1997); ISBN-13: 978-0134616179
- “**Visual distress signals**”; *SAIL* magazine, December 1980, Volume 11, Issue 12 (writing and photographs for article about safety flares and other visual distress signals)
- “**Cross-Atlantic Yacht Race**”; *Nikon World* magazine, January 1977, Volume 9, Number 3 (photographs for article about transatlantic sailboat race)
- “**A Seaman They Called ‘Young Boy’**”; *Long Island Newsday* magazine, April 25, 1976 (photographs and was interviewed for article about transatlantic sailboat race)

EDUCATION

Tufts University, B.A. English, 1982

- Minor focuses in Engineering Sciences and Fine Arts
- Completed five Independent Studies (Tufts affiliation) through Boston Museum of Fine Arts School: Animation, Choreography (x2), Painting (x2)
- Fulfilled University Language Requirements in German and Spanish